

Pacific Gas and Electric Company  
2011 General Rate Case

Exhibit (PG&E-7), Chapter 2  
Response to DRA Data Request No. 164, Question 2  
Attachment 3

Item No. / Line No.	IT Program Name	Functional Area	Program Cost Savings
1	Cogeneration Departed Load	Customer Care	PG&E describes the benefits associated with this IT program in response to TURN data request number 25, question 5. The benefits PG&E anticipates from this initiative would include both labor savings associated with a potentially growing population of bills requiring a manual credit calculation as well as the automation of this work to ensure Cogenerated Departed Load customer bills are consistently accurate and that the CRS Exemption Credit for each account is accurate and consistent with CPUC directives.
2	Contact Center Automation Initiative	Customer Care	PG&E forecast savings related to this program are included in the GRC, Exhibit (PG&E-4), Chapter 2, Workpaper Table 2-4, Line 32
3	Local Office Automation Initiative	Customer Care	PG&E describes the savings and benefits related to this program in response to TURN data request number 34, question 1.
4	Meter Register Data Improvement Project	Customer Care	PG&E estimates approximately \$148,000 in annual savings in Information Technology and Gas and Engineering expenses and approximately \$110,000 in avoided costs to generate manual reports and field visits to validate meter accuracy. PG&E describes these cost savings further in response to TURN data request number 14, question 6.
5	MobileConnect (Enterprise Mobile)	Customer Care	PG&E's MobileConnect business case, submitted to DRA as attachment 1 to DRA data request number 169, question 1b (GRC2011-Ph-I_DR_DRA_169-Q01bAtch01) describes the costs and benefits of the MobileConnect program, Releases 1 and 2.

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6	Office Services Kiosk	Customer Care	PG&E forecast savings related to this program are included in the GRC, Exhibit (PG&E-4), Chapter 3, Table 3-4, Lines 4, 12 and 18.
7	Gas and Electric Mapping (AM/FM)	Engineering & Operations	PG&E expects cost savings related to this FAIT program. However, these savings have not been quantified to date. PG&E expects to quantify savings related to this project in December of 2010.
8	Planning and Forecasting Improvements	Finance	PG&E expects cost savings related to this FAIT program. However, these savings have not been quantified to date. PG&E expects to quantify savings related to this project in November of 2010.
9	Project Cost Control Improvements	Finance	PG&E expects cost savings related to this FAIT program. However, these savings have not been quantified to date. PG&E expects to quantify savings related to this project in November of 2010.
10	Reconciliation Automation	Finance	PG&E expects cost savings related to this FAIT program. However, these savings have not been quantified to date. PG&E expects to quantify savings related to this project during the first quarter of 2011.
11	Optimize Claims Management	General Counsel	PG&E expects that implementing the Optimize Claims Management IT program will saving costs by reducing the amount of paperwork PG&E prepares in preparing claims. PG&E has not quantified these savings.
12	Data Center Replacement	ISTS Enterprise	The net present value calculations detailing the costs and benefits of the Data Center Replacement program have been provided in response to DRA Data Response 139, question 5.

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13	Enterprise Information Protection	ISTS Enterprise	PG&E estimates savings as a result of implementing the Enterprise Information Protection (EIP) program in terms of the avoided costs related to security breaches impacting PG&E's data. While it is difficult to estimate the total savings that will be generated by implanting the program because the number of potential security breaches is unknown, the average cost per data breach is approximately \$6.3 million. Implementing the EIP will help to significantly reduce the likelihood of security breaches and will, therefore, help to reduce the costs that would otherwise be incurred by PG&E in responding to security breaches.
14	Risk Management Controls Infrastructure Program	Risk & Audit	The deal capture system implementation and enhancement and integration of market data system with RDC (risk management data warehouse system) will reduce IT operational and maintenance costs when deployed in 2013 by eliminating existing multiple deal capture systems and multiple database for market and transaction data. The deal capture system implementation is in the planning phase and the savings expected to be fully identified when the planning phase completes in December 2010. The enhancement and integration of market data system with RDC project planning will begin in 2011 and saving expected to be identified by December 2011.
15	Safety, Health and Claims Efficiency	Safety, Health & Claims	PG&E forecasts annual savings related to this program of approximately \$340,000 by reducing the number of contract staff working in the Safety, Health and Claims organization. These savings are reflected in the GRC, Exhibit (PG&E-6), Chapter 7, page 7-17.
16	Enable Real Estate Planning and Operations Solution	Shared Services	PG&E expects costs savings related to implementing this FAIT program will begin in 2013 and, therefore, they are not included in this GRC.

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17	Fleet Management Solution Modernization	Shared Services	Cost savings related to this FAIT program are included in the GRC. See Exhibit (PG&E-7), Chapter 3, workpaper page 475. In addition, PG&E outlined the cost savings related to this program in response to DRA deficiency notice number 33, question G.
18	Improve Supply Chain Planning	Shared Services	PG&E anticipates generating cost savings related to this FAIT program however, these savings have not been quantified to date. PG&E expects to quantify cost savings related to this program in the third or fourth quarter of 2011.
19	Land Services Enablement	Shared Services	PG&E estimates that implementing this program will save approximately 860 hours, or \$99,000, annually beginning 2013.
20	Mobile Technology Enablement for Supply Chain	Shared Services	PG&E anticipates generating cost savings related to this FAIT program however, these savings have not been quantified to date. PG&E expects to quantify cost savings related to this program in the third or fourth quarter of 2011.
21	Modernize Warehouse Management Solution	Shared Services	PG&E estimates that this program will generate approximately \$406,000 in annual savings for other PG&E lines of business beginning in 2012.